

Court File No.: SC-18-00000409-0000

**ONTARIO
SUPERIOR COURT OF JUSTICE
(THUNDER BAY SMALL CLAIMS COURT)**

BETWEEN:

MICHAEL MORROW

Plaintiff

- and -

AIR CANADA

Defendant

**BRIEF OF DOCUMENTS
OF THE DEFENDANT**

February 25, 2019

PATERSON MacDOUGALL LLP

Barristers, Solicitors
Suite 900, Box 100
One Queen Street East
Toronto, Ontario
M5C 2W5

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Lawyers for the Defendant

TO: **MICHAEL MORROW**
333 Strand Avenue
Thunder Bay, Ontario
P7B 5A6

Tel: (807) 621-5049

Plaintiff

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1. Passenger Name Record (PNR) Detail for Morrow / Michael Mr., Flight AC1108, June 16, 2016 and QK8531, June 17, 2016;
2. Departure Control System (DCS) Records for Morrow / Michael Mr., Flight AC1108, June 16, 2016 and QK8531, June 17, 2016;
3. Departure Control System (DCS) Record for Morrow / Michael Mr., Flight QK8547, June 16, 2016;
4. NetLine/Ops – Leg Details – AC26, June 16, 2016;
5. NetLine/Ops – Leg Details – AC1108, June 16, 2016;
6. NetLine/Ops – Leg Details – QK8531, June 17, 2016; and
7. General Conditions of Carriage – Air Canada, printed from website February 22, 2019.

PNR Detail

-01.***1MORROW/MICHAELMR***

9-WW1-C 1 807 6215049
 9-WW1-H 1 807 7681594
 9-WW1-B 1 807 6841805
 9-WW1-A 333 STRAND AVE/**/THUNDER BAY ON/P7B5A6 CA
 9-WW1-F 807 3452885/PSGR FAX
 9-WW1-E MORROWM//TBAYTEL.NET **NOTIFY
 6-INTERNET PNR
 7-K08APRWW1WW 0142161023747
 7-K16JUNWW7WW 0142463847002
 4-SSRAUTHAC HK/ACOD/WW1AC/WWGS/08APR6 ACCOUNT CODE USED OWACO
 4-SSRFQTVACHK/ AC -MORROW/MMR
 4-SSRRQSTACHK1 12A/N
 4-SSRRBOKQKHK1 QK8547L16JUNYYZYQT
 5-LANGUAGE OF PREFERENCE FOR CORRESPONDANCE *ENGLISH*
 5-.TID
 5-PASSENGER REQUESTED I/R DELIVERY BY EMAIL TO MORROWM//TBAYTEL.NET
 5-..ALERT ORIGINAL FARE HAS A NON-REF AMOUNT WW1WWGS08APR
 5-.FLOWDET:LATEST FLOW-BOOK/MOP-CC
 5-.FRBK:FL:376169753975,PT:CC,ID: ,AMOUNT:312.30,PAID:{AF-

PT:312.30

5-BKIP 216.26.215.131 08APR16 03:12

5-

C/H IS MICHAEL MORROW/CA USER ENTERED CREDIT CARD/CAD 312.30/ALL PSGRWEB BOOK
 ING

5-MOP: CHARGE MY CREDIT CARD

5-.ONE WAY

5-..04/08/2016 03:12:00/S1-S2/ELIGIBLE/TANGO/G7-35.00-CAD/G5-6.67-CAD

5-.SC-YOW

5-..AUTO PAX REBOOK ACCT SKCH PRS-SKCH WW9WWGS14APR

5-.CCS/14APR/0511/E/MORROWM//TBAYTEL.NET/SENT

5-..AUTO PAX REBOOK ACCT SKCH PRS-SKCH WW9WWGS21APR

5-.CCS/21APR/1040/E/MORROWM//TBAYTEL.NET/SENT

5-.*** PAX MAY BE WRITING IN TO CUSTOMER SOLUTIONS DUE UNHA

5-.PPY WITH FLT DELAYED FROM AC1108 WHICH CAUSED HIM TO MIS

5-.CNX TO 8547// PAX WAS OVERBEARING AND DEMANDED THAT HE B

5-.E UPGRADED TO J CLASS//MLL LOUNGE USE AND HOTEL NIGHT AT

5-.YVR FAIRMONT FOR HIS AND WANTS TO BE BOOKED ON RED EYE F

5-.LT//CSM ADVISED WUD NOT GIVE ANY COURTESIES TO PAX DUE

5-.DEMANDS WERE UNREASONABLE// PAX WILL COMPLAIN HOWEVER HI

5-..S BEHAVIOUR WAS UNACCEPTABLE// TUVM YVRCSM YVRE2GS16JUN

5-

..AUTO PAX REBOOK ACCT IROP QK8547 YYZ YQT 2255 0057 16JUN/AC085605/2351 WW7W
 WRC

5-.ENS/16JUN/1151/E/18076215049/SENT

5-.ENS/16JUN/1151/E/MORROWM//TBAYTEL.NET/SENT

5-..MEAL VOUCHER FOR AC1108 MEAL 10.00CAD YYZ6JGS17JUN

M-F-CCCA

M-O-0142161023747WW107APR1662990292

M-E-I0142161023747(2)/16JUN16

1	AC1108LY	16JUN	YVRYYZ	D	HK 1	1430	2154
2	QK8531LY	17JUN	YYZYQT	U	HK 1	0815	1017

ORIGIN WW1/AC/WW 8APR 0312

H	SC-	AC1108LY	16JUN	YVRYYZ	HK/WK 1	1430	2159
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AS-	AC1108LY	16JUN	YVRYYZ	SC 1	1420	2144
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MORROW.txt
AC1108 16JUN16 YVR 1430/1600 77FC2
MORROW/MICHAEL MR ** Electronic Ticket **
YYZ Y/L C **12E 1 NNXEJM Checked-in:E403BE/YVR 16JUN 20:44Z
Security Number:
Connecting Flight Details
1. QK8547 Y 16JUN YYZ-YQT @
Electronic Ticket Number: 0142161023747
FQTV - AC/
History Credits
16JUN/1858Z YVR 000260-\$M CHECKED PAX IN
16JUN/1904Z YVR 000260-\$M OFFLOAD FROM 41D USING @Z"
16JUN/2045Z YVR E403BE-J0 BTP
16JUN/2046Z YVR E403BE-J0 SEAT CHANGED FROM 41D TO 12E
16JUN/2222Z YVR E034D7-C4 PASSENGER BOARDED
Tag Details: AC 970196 YQT

QK8531 17JUN16 YYZ 0815 DH4A1
MORROW/MICHAEL MR ** Electronic Ticket **
YQT Y/L C @*12A 1 NNXEJM Checked-in:E01E7D/YVR 17JUN 01:50Z
Security Number:
Inbound Flight: AC1108 Y 16JUN YVR 2154
Electronic Ticket Number: 0142463847002
FQTV - AC/
History Credits
16JUN/1858Z YVR 000260-\$M CHECKED PAX IN
16JUN/1904Z YVR 000260-\$M OFFLOAD FROM 12A USING @Z"
16JUN/2044Z YVR E403BE-J0 CHECKED PAX IN
16JUN/2045Z YVR E403BE-J0 BTP
16JUN/2351Z WW7 81B8D4-WW OFFLOAD FROM 12A USING @Z
17JUN/1156Z YYZ 817570-\$S PASSENGER BOARDED
Tag Details: AC 970196 YQT

QK8547 16JUN16 YYZ 2255 MORROW (1).txt
DH4A1
MORROW/MICHAEL MR ** Electronic Ticket **
YQT Y/L C 1 NNXEJM
Security Number:
Inbound Flight: AC1108 Y 16JUN YVR 2154
Electronic Ticket Number: 0142161023747
FQTV - AC/
History Credits
16JUN/1858Z YVR 000260-\$M CHECKED PAX IN
16JUN/1904Z YVR 000260-\$M OFFLOAD FROM 12A USING @Z"
16JUN/2044Z YVR E403BE-J0 CHECKED PAX IN
16JUN/2045Z YVR E403BE-J0 BTP
16JUN/2351Z WW7 81B8D4-WW OFFLOAD FROM 12A USING @Z
Tag Details: AC 970196 YQT

NetLine/Ops OpsLink FRA-Production

UTC: 17:52:31

Local time: 12:52:31 Browser specific (UTC-5)

Lufthansa Systems

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Legs

Carrier(s)	AC	Departure airport	
Flight number(s)	26	Arrival airport	
Departure date	From: 16Jun16 (DDMMYY) 0000 (hhmm)	Aircraft Subtype(s)	
	To: 16Jun16 (DDMMYY) 2359 (hhmm)	Registration(s)	
Service Type	<input type="checkbox"/> Include checks	Query Type	<input type="checkbox"/> Query by Actual times
Display Style	<input checked="" type="radio"/> Standard <input type="radio"/> MT Data		

Cannot communicate with MT Server.

Movement

Gates & Info

Fuel

Schedule Information

Flight Identifier	AC26 16Jun16
Routing	PVG - YVR
Departure	UTC: 16Jun 09:10
	Local at PVG: 16Jun 17:10
Arrival	UTC: 16Jun 19:45
	Local at YVR: 16Jun 12:45
Service Type	J
Leg State	ARR
Aircraft Registration	AC742
Aircraft Version	J40W24Y336C01
Aircraft Owner	AC
PRBD	
Sector Time	10:35
Non Operation Legs	CA 7455

Actual Information

Routing	PVG - YVR
Departure Stand/Gate	D81/ D81
Arrival Stand/Gate	D50/ D50
ETD / NI	- / -
Offblock Time	16Jun 18:06
Airborne Time	16Jun 19:01
ETA (Onblock)	-
Landing Time	16Jun 13:59
Onblock Time	16Jun 14:05
Delays	81 / 0038 93 / 0018
EET Estimated Enroute Time	10:01
Estimated Taxi Time Out	0:22
Estimated Taxi Time In	0:08
Actual Flight Time	9:58
Calculated Takeoff Time	-
First Regul	-
Regcause	-
Total flight hours	No performance information available.
Total Cycles	No performance information available.

PAX and Cargo

Estimated Pax F/C/Y	-/-	Forecast Date	-
Booked PAX F/C/Y	39/20/329	Booked PAD F/C/Y	1/-2
Flown PAX F/C/Y	-/41/321	Male/Female/ADL/CHD/INF	3471-/3471/15/3
Baggage/Cargo/Mail	-.KG/-		

Info

Problems	-
Ops Remark	diyd awaiting late ib ac87/15jun, further diyd due atc constraints in pvg.
Telex Outgoing Remark	

	C/SG D/DLY DUE EQI F/ C/SG D/DLY DUE EQI F/ FOB 0967/KG C/SG D/DLY DUE EQI F/NULL C/SG D/DLY DUE EQI F/NULL FMIS 2107 FMIS 2106 FMIS 2106 FMIS 2108 FMIS 2108 FOB 0115/KG		
Telex Incoming Remark	*** MVA received: Jun 16 16 at 10:07 *** MVT received: Jun 16 16 at 10:07 *** MVT received: Jun 16 16 at 10:19 *** MVT received: Jun 16 16 at 10:33 *** MVT received: Jun 16 16 at 10:48 *** MVT received: Jun 16 16 at 11:00 *** MVT received: Jun 16 16 at 11:02 *** MVT received: Jun 16 16 at 11:02 C/SG D/DLY DUE EQI F/ *** MVT received: Jun 16 16 at 11:02 C/SG D/DLY DUE EQI F/ *** MVA received: Jun 16 16 at 11:03 FOB 0967/KG *** FMM received: Jun 16 16 at 11:03 *** MVA received: Jun 16 16 at 11:03 C/SG D/DLY DUE EQI F/NULL *** MVT received: Jun 16 16 at 11:03 C/SG D/DLY DUE EQI F/NULL *** MVT received: Jun 16 16 at 11:04 *** MVT received: Jun 16 16 at 13:14 FMIS 2107 *** MVT received: Jun 16 16 at 14:28 FMIS 2106 *** MVT received: Jun 16 16 at 16:27 FMIS 2106 *** MVT received: Jun 16 16 at 17:59 FMIS 2108 *** MVT received: Jun 16 16 at 19:37 FMIS 2108 *** MVT received: Jun 16 16 at 21:01 *** MVT received: Jun 16 16 at 21:07 *** MVA received: Jun 16 16 at 21:09 FOB 0115/KG *** MVT received: Jun 16 16 at 21:09		
Segment Info			
Board Point	Off Point	Data Element Id.	Data
PVG	QQQ	99	2
QQQ	YVR	98	M
PVG	YVR	6	AC 1108

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Legs

Carrier(s)
AC

Flight number(s)
1108

Departure date
From: 16Jun16 (DDMMYY) 0000 (hhmm)
To: 16Jun16 (DDMMYY) 2359 (hhmm)

Service Type
☐ Include checks

Display Style
☒ Standard ☐ MT Data

Departure airport

Arrival airport

Aircraft Subtype(s)

Registration(s)

Query Type
☐ Query by Actual times

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Fuel

Schedule Information

Flight Identifier	AC1108 16Jun16
Routing	YVR - YYZ
Departure	UTC: 16Jun 21:30 Local at YVR: 16Jun 14:30
Arrival	UTC: 17Jun 01:54 Local at YYZ: 16Jun 21:54
Service Type	J
Leg State	ARR
Aircraft Registration	AC742
Aircraft Version	J40Y360C02
Aircraft Owner	AC
PRBD	
Sector Time	4:24
Non Operation Legs	LH 6577 , NZ 4802

Actual Information

Routing	YVR - YYZ
Departure Stand/Gate	C50/ C50
Arrival Stand/Gate	139/ D39
ETD / NI	- / -
Offblock Time	16Jun 16:18
Airborne Time	16Jun 16:40
ETA (Onblock)	-
Landing Time	16Jun 23:31
Onblock Time	16Jun 23:43
Delays	37 / 0038 93 / 0110
EET Estimated Enroute Time	3:47
Estimated Taxi Time Out	0:20
Estimated Taxi Time In	0:11
Actual Flight Time	3:51
Calculated Takeoff Time	-
First Regul	-
Regcause	-
Total flight hours	36338 A
Total Cycles	4200 A

PAX and Cargo

Estimated Pax F/C/Y	-/-	Forecast Date	-
Booked PAX F/C/Y	36/-/381	Booked PAD F/C/Y	5/-/13
Flown PAX F/C/Y	-/40/315	Male/Female/ADL/CHD/INF	351/-/351/4/-
Baggage/Cargo/Mail	-/-KG/-/-		

Info**Problems**

b

Ops Remark

dlyd awaiting firav acft acct late lb ac026/pvg-yvr due atc constraints in pvg. Futher dlyd due to ramp dropped a trolly of china on ramp from truck near C1 hold and it was necessary to freeze the scene. As a result loading was delayed.

Telex Outgoing Remark

FOB 0396/KG
C/ D/35/ACG/GG DROPPED A TROLLEY OF CHINA ON RAMP FM TRUCK NEAR C1 HOLD/NECESSARY FREEZE SCENE DELAYED LOADING F/
C/
D/35/ACG/GG DROPPED A TROLLEY OF CHINA ON RAMP FM TRUCK NEAR C1 HOLD/NECESSARY FREEZE SCENE DELAYED LOADING
F/
C/HD D/35/ACG/GG DROPPED A TROLLEY OF CHINA ON RAMP FM TRUCK NEAR C1 HOLD/NECESSARY FREEZE SCENE DELAYED LOADING F/
C/HD
D/35/ACG/GG DROPPED A TROLLEY OF CHINA ON RAMP FM TRUCK NEAR C1 HOLD/NECESSARY FREEZE SCENE DELAYED LOADING
F/
C/HD D/37/IFG GG DROPPED A TROLLEY OF CHINA ON RAMP FM TRUCK NEAR C1 HOLD/NECESSARY FREEZE SCENE DELAYED LOADING F/
C/HD
D/37/IFG GG DROPPED A TROLLEY OF CHINA ON RAMP FM TRUCK NEAR C1 HOLD/NECESSARY FREEZE SCENE DELAYED LOADING
F/
FOB 0076/KG

Telex Incoming Remark

*** MVA received: Jun 16 16 at 23:19
*** MVT received: Jun 16 16 at 23:19
*** MVT received: Jun 16 16 at 23:24
*** MVT received: Jun 16 16 at 23:38
*** MVT received: Jun 16 16 at 23:40
*** MVA received: Jun 16 16 at 23:43
FOB 0396/KG
*** FMM received: Jun 16 16 at 23:43
*** MVA received: Jun 16 16 at 23:43
*** MVT received: Jun 16 16 at 23:43
*** MVT received: Jun 16 16 at 23:49
*** MVT received: Jun 16 16 at 23:49
C/ D/35/ACG/GG DROPPED A TROLLEY OF CHINA ON RAMP FM TRUCK NEAR C1 HOLD/NECESSARY FREEZE SCENE-DELAYED LOADING F/
*** MVT received: Jun 16 16 at 23:49
C/
D/35/ACG/GG DROPPED A TROLLEY OF CHINA ON RAMP FM TRUCK NEAR C1 HOLD/NECESSARY FREEZE SCENE-DELAYED LOADING
F/
*** MVT received: Jun 16 16 at 23:51
C/HD D/35/ACG/GG DROPPED A TROLLEY OF CHINA ON RAMP FM TRUCK NEAR C1 HOLD/NECESSARY FREEZE SCENE-DELAYED LOADING F/
*** MVT received: Jun 16 16 at 23:51
C/HD
D/35/ACG/GG DROPPED A TROLLEY OF CHINA ON RAMP FM TRUCK NEAR C1 HOLD/NECESSARY FREEZE SCENE-DELAYED LOADING
F/
*** MVT received: Jun 17 16 at 00:08
*** MVT received: Jun 17 16 at 00:08
C/HD D/37/IFG - GG DROPPED A TROLLEY OF CHINA ON RAMP FM TRUCK NEAR C1 HOLD/NECESSARY FREEZE SCENE-DELAYED LOADING F/
*** MVT received: Jun 17 16 at 00:08
C/HD
D/37/IFG - GG DROPPED A TROLLEY OF CHINA ON RAMP FM TRUCK NEAR C1 HOLD/NECESSARY FREEZE SCENE-DELAYED LOADING
F/
*** MVT received: Jun 17 16 at 03:32

*** MVT received: Jun 17 16 at 03:45
*** MVA received: Jun 17 16 at 03:47
FOB 0076/KG
*** MVT received: Jun 17 16 at 03:47

Segment Info

Board Point	Off Point	Data Element Id.	Data
YVR	QQQ	99	M
QQQ	YYZ	98	1
YVR	YYZ	6	AC 1175

NetLine/Ops OpsLink FRA-Friedrichshafen

UTC: 19:07:33

Local time: 14:07:33 Browser specific (UTC-5)

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Legs

Carrier(s)	QK	Departure airport	
Flight number(s)	8531	Arrival airport	
Departure date	From: 17Jun16 (DDMMYY) 0000 (hhmm)	Aircraft Subtype(s)	
	To: 17Jun16 (DDMMYY) 2359 (hhmm)	Registration(s)	
Service Type	<input type="checkbox"/> Include checks	Query Type	<input type="checkbox"/> Query by Actual times
Display Style	<input checked="" type="radio"/> Standard <input type="radio"/> MT Data		

Find Reset

Movement

Gates & Info

Fuel

Schedule Information

Flight Identifier QK8531 17Jun16
Routing YYZ - YQT
Departure UTC: 17Jun 12:15
Local at YYZ: 17Jun 08:15
Arrival UTC: 17Jun 14:17
Local at YQT: 17Jun 10:17
Service Type J
Leg State ARR
Aircraft Registration QK405
Aircraft Version Y74A01
Aircraft Owner QK
PRBD
Sector Time 2:02
Non Operation Legs -

Actual Information

Routing YYZ - YQT
Departure Stand/Gate 05A/ D5
Arrival Stand/Gate 004/ 4
ETD / NI - / -
Offblock Time 17Jun 08:24
Airborne Time 17Jun 08:42
ETA (Onblock) -
Landing Time 17Jun 10:20
Onblock Time 17Jun 10:22
Delays 32 / 0009
EET Estimated Enroute Time -
Estimated Taxi Time Out 0:00
Estimated Taxi Time In 0:00
Actual Flight Time 1:38
Calculated Takeoff Time -
First Regul -
Regcause -
Total flight hours 0 A
Total Cycles 0 A

PAX and Cargo

Estimated Pax F/C/Y	-/-	Forecast Date	-
Booked PAX F/C/Y	-/-45	Booked PAD F/C/Y	-/-7
Flown PAX F/C/Y	-/-52	Male/Female/ADL/CHD/INF	52/-/52/-2
Baggage/Cargo/Mail	-,-KG/-		

Info

Problems -
Ops Remark -
Telex Outgoing Remark C/ D/B 0750 LP 0805 BELT 0820 HEAVY LOAD HAD 500KGS LOBSTERS AND 43 BAGS F/
C/
D/B 0750 LP 0805 BELT 0820 HEAVY LOAD HAD 500KGS LOBSTERS AND 43 BAGS

F/
 FOB 000029/KG
 C/ D/B 0750 LP 0805 BELT 0820 HEAVY LOAD HAD 500KGS LOBSTERS AND
 43 BAGS F/MCQ
 C/
 D/B 0750 LP 0805 BELT 0820 HEAVY LOAD HAD 500KGS LOBSTERS AND 43
 BAGS
 F/MCQ
 C/ D/B 0750 LP 0805 BELT 0820 HEAVY LOAD HAD 500KGS LOBSTERS AND
 43 BAGS F/MCQ
 .
 C/ D/B 0750 LP 0805 BELT 0820 HEAVY LOAD HAD 500KGS LOBSTERS AND
 43 BAGS F/MCQ

Telex Incoming Remark

*** ASM-EQT received: 15Jun16 at 05:33
 *** ASM-EQT received: 15Jun16 at 10:56
 *** ASM-EQT received: 15Jun16 at 17:05
 *** ASM-EQT received: 16Jun16 at 00:36
 *** ASM-EQT received: 16Jun16 at 10:03
 *** MVT received: Jun 17 16 at 10:36
 *** MVT received: Jun 17 16 at 12:25
 *** MVT received: Jun 17 16 at 12:25
 *** MVA received: Jun 17 16 at 12:25
 *** MVT received: Jun 17 16 at 12:34
 *** MVT received: Jun 17 16 at 12:34
 *** MVT received: Jun 17 16 at 12:44
 *** MVT received: Jun 17 16 at 12:44
 *** MVA received: Jun 17 16 at 12:44
 *** MVA received: Jun 17 16 at 12:44
 *** MVT received: Jun 17 16 at 13:08
 C/ D/B 0750 LP 0805 BELT 0820 HEAVY LOAD HAD 500KGS LOBSTERS AND
 43 BAGS F/
 *** MVT received: Jun 17 16 at 13:08
 C/
 D/B 0750 LP 0805 BELT 0820 HEAVY LOAD HAD 500KGS LOBSTERS AND 43
 BAGS
 F/
 *** MVT received: Jun 17 16 at 14:21
 *** MVT received: Jun 17 16 at 14:21
 *** MVA received: Jun 17 16 at 14:21
 *** MVT received: Jun 17 16 at 14:24
 *** MVA received: Jun 17 16 at 14:24
 FOB 000029/KG
 *** MVT received: Jun 17 16 at 14:24
 *** MVT received: Jun 17 16 at 14:24
 *** MVT received: Jun 17 16 at 14:41
 C/ D/B 0750 LP 0805 BELT 0820 HEAVY LOAD HAD 500KGS LOBSTERS AND
 43 BAGS F/MCQ
 *** MVT received: Jun 17 16 at 14:41
 C/
 D/B 0750 LP 0805 BELT 0820 HEAVY LOAD HAD 500KGS LOBSTERS AND 43
 BAGS
 F/MCQ
 *** MVT received: Jun 17 16 at 14:41
 C/ D/B 0750 LP 0805 BELT 0820 HEAVY LOAD HAD 500KGS LOBSTERS AND
 43 BAGS F/MCQ
 .
 *** MVT received: Jun 17 16 at 14:41
 C/ D/B 0750 LP 0805 BELT 0820 HEAVY LOAD

Segment Info

Board Point	Off Point	Data Element Id.	Data
YYZ	QQQ	99	1
YYZ	YQT	6	QK 8534

General Conditions of Carriage and Tariffs

Notice to Air Canada passengers:

This page contains Air Canada's Tariffs and General Conditions of Carriage

General Conditions of Carriage


The General Conditions of Carriage provide information on certain conditions that govern transportation on Air Canada, e.g. check-in and boarding gate deadlines, overbooking notice, notice of baggage liability limitations and conditions of contract.


Tariffs

An air carrier's tariff is a document that contains its published fares, charges and related terms and conditions of carriage applicable to air services.

Air Canada is required by law to publish its domestic terms and conditions of carriage on this website and to make its domestic tariffs available for public inspection.

You may consult our domestic tariffs as well as other applicable tariffs filed, where required, with the appropriate authorities, by clicking on the appropriate links below.

Domestic Tariff  *
(for travel within Canada)

International Tariff  *
(for travel between Canada and a foreign country/region)

Carrier Surcharge 

* Tariffs are subject to change without notice.

General Conditions of Carriage

IMPORTANT CONDITIONS

1. You must obtain your boarding pass and check in any baggage by the Check-in Deadline shown below. Additionally, you must be available for boarding at the boarding gate by the Boarding Gate Deadline shown below. Failure to respect Check-in and Boarding Gate Deadlines may result in the reassignment of any pre-reserved seats, the cancellation of reservations, and/or ineligibility for denied boarding compensation.

Itinerary	When you should check in	Check-in / baggage drop-off ends	Boarding gate closes
-----------	--------------------------	----------------------------------	----------------------

Check-in Deadline shown below

Within Canada	90 minutes	45 minutes [†]	15 minutes
To/From the US	120 minutes	60 minutes	15 minutes
International (including Mexico and the Caribbean)	120 minutes	60 minutes	15 minutes
From Algiers (Algeria), Casablanca (Morocco) and Tel Aviv (Israel)	180 minutes	60 minutes	30 minutes

[†]Exception: 20 minutes for flights departing from Toronto City Airport (YTZ).

- Although reconfirmation of flights is not required, we strongly recommend that you check your flight status online at aircanada.com or by calling our flight information system at 1-888-422-7533 prior to your departure.
- Advance seat assignments are not guaranteed and may change without notice. If your pre-assigned seat is unavailable, we will try to accommodate you in a comparable seat in the same class of service and will refund any applicable fees.
- Any travel credit banked for unused tickets is non-transferable: when the credit is redeemed, it must be used by the same person whose name appears on the original ticket.
- Air Canada will cancel any purchased ticket and provide a full refund without penalty up to 24 hours after purchase. Beyond 24 hours, voluntary changes to your itinerary may require the payment of additional fees and fare upgrades. If you are travelling on a non refundable ticket, Air Canada will be unable to make exceptions in the event of an unexpected trip cancellation or medical emergency. We recommend the purchase of travel insurance.
- Checked baggage policy**
 Passengers travelling with Air Canada, Air Canada Rouge and Air Canada Express are entitled to a free checked baggage allowance, depending on destination and/or fare purchased. When the number, weight and/or overall dimensions (length + width + height) of your checked baggage exceed the limits of your free checked baggage allowance, additional checked baggage charges will apply.

Ensure your checked bags are properly identified.

Please do not pack valuables in your checked baggage. Excess valuation may be declared on certain types of articles. Special rules apply to fragile, valuable or perishable articles. Learn more about checked baggage restrictions.

Maximum Overall
Measurement
(Length + Width + Height)

Maximum
Weight

Checked baggage policy

Economy Class
(view complete baggage
allowance)


158 cm
62 in

23 kg
50 lb

Business Class
Up to 3 bags

158 cm
62 in

32 kg
70 lb

Bags exceeding 32 kg (70 lb) in weight, 292 cm (115 in) in linear dimensions (length + width + height, wheels & handles included) or 203 cm (80 in) in length will not be accepted as checked baggage. Please contact Air Canada Cargo  for handling.

If more than one carrier is providing the transportation for your journey, each carrier may apply different rules on baggage (both checked and carry-on baggage).

7. Carry-on baggage policy

Oversized carry-on bags are not permitted on our aircraft, and may cause flight delays for all passengers. Please ensure your carry-on bags are inside the maximum allowed size as indicated below; **they are required to fit in the double-size verification device at check-in or boarding time.**

You may carry on board items which fall within the 2-piece carry-on baggage allowance, as follows:

1. One (1) carry-on bag or suitcase (wheels and handles included in the size) and
2. One (1) personal article like a briefcase, laptop computer, diaper bag, camera case, cartons or other similar item.

Standard article

Personal article

Carry-on baggage policy

Maximum size

23 cm x 40 cm x 55 cm (9 in x 15.5 in x 21.5 in)
Wheels and handles included.

16 x 33 x 43 cm
(6 in x 13 in x 17 in)

Maximum weight

Your carry-on baggage must be light enough that you can store it in the overhead bin unassisted.

Standard article

Personal article

Learn more about carry-on baggage restrictions.

It is recommended that documents and medication be packed in your carry-on baggage. All prescription medications must be properly labelled with the names of the patient, the medication, and the issuing medical office or pharmacy.

8. Dangerous goods

For safety reasons, dangerous goods must not be packed in checked or carry-on baggage, except as specifically permitted. Dangerous goods include, but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidizing materials, poisons, infectious substances, and briefcases with installed alarm devices. For security reasons, other restrictions may apply. Please refer to the Restricted and prohibited items page for more information.

9. Subject to the provisions of the Montreal Convention and the Warsaw Convention, as well as the provisions of its applicable tariffs, Air Canada may refuse carriage of property in checked luggage that is not suitable for transportation, such as fragile or perishable items and may refuse to carry valuable items (a valuable is deemed to be any item whose value is \$ 1,000 CAD or more, per Kilogram or \$1 CAD per gram). Air Canada may refuse claims based on the inherent nature of an item (e.g. its perishable nature), or for loss or delay of unsuitably or inadequately packed items, to the extent that the destruction, loss or damages resulted from the inherent defect, quality or vice of the baggage, or, in the case of delay, that the carrier, its agents, and servants took all measures that could reasonably be required to avoid the damage, or that it was impossible to take such measures.

10. International travel

Governments may require your carrier to provide information on or permit access to passenger data. You cannot travel if you do not have all required travel documents, such as a passport and visa (where applicable), to enter in or transit through each country on your itinerary. For additional information, please refer to the Travel Documents page.

11. In-flight health

Most people are fit to travel by air, but special attention is required for passengers whose health problems may be exacerbated by altitude, travel stress, hypoxia and other travel related difficulties. View important health tips and information for customers with special needs who may require medical approval before flying.

Please also note that aircraft disinsection is carried out on **certain routes**, in compliance with the requirements of the World Health Organization (WHO), the International Civil Aviation Organization, Transport Canada and applicable foreign regulatory authorities.

12. Schedules and timetables

Time and aircraft type shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract. Schedules are subject to change without notice and carrier assumes no responsibility for passenger making connections not included as part of the itinerary set out in the ticket. Carrier is not responsible for changes, errors or omissions either in timetables or other representations of schedules.

NOTICE - SOLD SUBJECT TO APPLICABLE TARIFFS**CONDITIONS OF CONTRACT AND OTHER IMPORTANT NOTICES**

PASSENGERS ON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE ARE ADVISED THAT INTERNATIONAL TREATIES KNOWN AS THE MONTREAL CONVENTION, OR ITS PREDECESSOR, THE WARSAW CONVENTION, INCLUDING ITS AMENDMENTS (THE WARSAW CONVENTION SYSTEM), MAY APPLY TO THE ENTIRE JOURNEY, INCLUDING ANY

PORTION THEREOF WITHIN A COUNTRY. FOR SUCH PASSENGERS, THE APPLICABLE TREATY, INCLUDING SPECIAL CONTRACTS OF CARRIAGE EMBODIED IN ANY APPLICABLE TARIFFS, GOVERNS AND MAY LIMIT THE LIABILITY OF THE CARRIER.

NOTICE of Liability Limitations

The Montreal Convention or the Warsaw Convention system may be applicable to your journey and these Conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay.

Where the Montreal Convention applies, the limits of liability are as follows:

1. There are no financial limits in respect of death or bodily injury.
2. In respect of destruction, loss of, or damage or delay to baggage, 1,131 Special Drawing Rights (approximately EUR 1,357; US \$1,663) per passenger in most cases.
3. For damage occasioned by delay to your journey, 4,694 Special Drawing Rights (approximately EUR 5,655; US \$6,786) per passenger in most cases

Where the Warsaw Convention system applies, the following limits of liability may apply:

1. 16,600 Special Drawing Rights (approximately EUR 20,000; US \$20,000) in respect of death or bodily injury if the Hague Protocol to the Convention applies, or 8,300 Special Drawing Rights (approximately EUR 10,000; US \$10,000) if only the Warsaw Convention applies. Many carriers have voluntarily waived these limits in their entirety, and US regulations require that, for journeys to, from or with an agreed stopping place in the US, the limit may not be less than US \$75,000.
2. 17 Special Drawing Rights (approximately EUR 20; US \$20) per kg for loss of or damage or delay to checked baggage and 332 Special Drawing Rights (approximately EUR 400; US \$400) for unchecked baggage.
3. The carrier may also be liable for damage occasioned by delay.

Where neither the Montreal Convention nor the Warsaw Convention system applies: For travel wholly between points in Canada, the liability limit for loss or delay of, or damage to baggage is \$1,500 CAD per passenger.

Further information may be obtained from Air Canada as to the limits applicable to your journey. If your journey involves carriage by different carriers, you should contact each carrier for information on the applicable limits of liability.

Regardless of which Convention applies to your journey, you may benefit from a higher limit of liability for loss of, damage or delay to baggage by making at check-in a special declaration of the value of your baggage and paying any supplementary fee that may apply. Alternatively, if the value of your baggage exceeds the applicable limit of liability, you should fully insure it before you travel.

Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived. Baggage claims: Written notice to the carrier must be made within 7 days of the receipt of checked baggage in the case of damage, and, in the case of delay, within 21 days from the date on which it was placed at the disposal of the passenger.

Notice of Contract Terms Incorporated by Reference

1. Your contract of carriage with the carrier that provides you with carriage by air, whether international, domestic or a domestic portion of an international journey is subject to this notice; to any notice or receipt of the carrier; and to the carrier's individual terms and conditions (Conditions), related rules, regulations and policies (Regulations) and any applicable tariffs.
2. If your carriage is by more than one carrier, different Conditions, Regulations and any applicable tariffs may apply for each carrier.
3. The Conditions, Regulations and any applicable tariffs of each carrier are, by this notice, incorporated by reference into and made part of your contract of carriage.
4. The Conditions may include, but are not restricted to:
 - Conditions and limits on the carrier's liability for the bodily injury or death of passengers.
 - Conditions and limits on the carrier's liability for the loss of, damage to or delay of goods and baggage, including fragile or perishable goods.
 - Rules for declaring a higher value for baggage and for paying any supplementary fee that may apply.
 - Application of the carrier's Conditions and limits of liability to the acts of the carrier's agents, servants and representatives, including any person providing either equipment or services to the carrier.
 - Claims restrictions, including time limits by which passengers must file claims or bring actions against the carrier.
 - Rules about reconfirmations or reservations; check in times; the use, duration and validity of air transportation services; and the carrier's right to refuse carriage.
 - Rights of the carrier and limits on the carrier's liability for delay or failure to perform a service, including schedule changes, substitution of alternative carriers or aircraft and re-routing, and, when required by applicable law, the obligation of the carrier to notify passengers of the identity of the operating carrier or substituted aircraft.
 - Rights of the carrier to refuse carriage to passengers who fail to comply with applicable laws or who fail to present all necessary travel documents.
5. You can obtain more information about your contract of carriage, and find out how to request a copy, at places where transportation on the carrier is sold. Many carriers also have this information on their websites. When required by applicable law, you have the right to inspect the full text of your contract of carriage at the carrier's airport and sales offices, and upon request, to receive a copy by mail or other delivery service from each carrier free of charge.
6. If a carrier sells air transportation services or checks baggage specifying carriage on another carrier, it does so only as agent for the other carrier.

OVERBOOKING NOTICE

Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for a payment of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and boarding priorities are available at all airport ticket counters and boarding locations.

China departing flights only

1. Passenger notifications

In the event that a flight is delayed, cancelled or diverted due to an unforeseen problem, we will make every effort to keep you well informed at the airport and onboard the affected aircraft. Based on the information we have, we will promptly provide timely updates, within 30 minutes of becoming aware of such a cancellation, delay or diversion, and explain the reason for the delay, cancellation or diversion through various methods, such as:

- onboard/gate announcements
- our Flight Status tool on our website
- the airport Flight Information Display Systems
- calling Air Canada Reservations

You may also register for our Flight Notification Service to receive delay or cancellation information or gate change details for your flight.

2. Flight delays and cancellations

If you are affected by a situation that causes a delay or flight cancellation, we provide the details of how Air Canada will assist you.

3. Response plan for Tarmac Delays

Our contingency plan for lengthy tarmac delays at Chinese airports is intended to provide you with information regarding Air Canada's policies and procedures for handling your travel on our airline in the event of a lengthy ground delay, while you are onboard our aircraft at a Chinese airport.